



Citywide
Training & Development

Course Catalog

April - June 2014

for Public Customers

Citywide Training & Development

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Does YOUR know a Small Business that may qualify to receive FREE professional development training?

If so, ask them these simple questions...

- ◆ Are they a Small Business Owner with less than 50 employees?
- ◆ Are they registered with the City of Columbus as a vendor?
- ◆ Are they a for-profit business owner looking for professional development opportunities for yourself and/or your staff?

If they answered yes to these questions, then Citywide Training & Development, part of the City of Columbus Human Resource Department, may be able to help!

For a limited time, Citywide Training & Development is offering FREE professional development seminars for small businesses and their employees. A wide range of soft skills course are available, including:

- ◆ Hiring for Success – Behavioral Interviewing
- ◆ Social Media Accounts Management
- ◆ Career Development series
- ◆ Financial Planning Series
- ◆ Promoting Inclusion...
- ◆ ...and so much more

For more information or to register for one of these classes, contact Kris.

Vision:

To be an innovative provider of relevant organizational and personal development training opportunities.

Mission:

To promote, support and increase peak performance by providing City of Columbus employees and Enterprise customers (Greater Columbus residents and businesses) training and development opportunities which enable them to reach personal, professional and organizational excellence.

Values:

Citywide Training & Development is committed to inspiring innovation, encouraging life-long learning, challenging norms, remaining accountable and seeking performance excellence.

Contact Information:

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www.facebook.com/CitywideTraining



www.twitter.com/CTD_Columbus



www.slideshare.com/CitywideTraining

Become every employer's dream job candidate by defining, developing, becoming and presenting the best 'YOU' possible. Come participate in this seven (7) week training series and you will develop many necessary skills of what it takes to set yourself apart from others in the current job market. No matter what your job is or whether you are at the mid- or executive level of your career - there is something to learn. If you are currently looking for work due to being outplaced/outsourced, or if you are considering either a career move or continued upward mobility, the Career Development Training Series is for you.



Best of All – It's **Free!** **Open to the Public.** Seats filling fast on a first registered, first served basis. So, don't delay – REGISTER TODAY!

Dates: Tuesdays, April 8 – May 20, 2014

Time: 8:30am – 12:30pm

Note: Participants may register for 1 or all of the classes in the series. To enroll in the entire series use session # 6200



Optional afternoon sessions from 1:30pm – 3:30pm on select days*

Separate registration is required for afternoon sessions. (Participants must attend the morning session in order to register for the afternoon session.)

Session #	Course Title	Date	Time
2552	Career Aspirations: What to Do While You're Looking	April 8	8:30am – 12:30pm
2553	Getting to Know YOU: Discover Your Personality Strengths & Opportunities	April 15	8:30am – 12:30pm
2566	*Getting to Know YOU: Discover Your Personality Strengths & Opportunities (optional afternoon session)	April 15	1:30pm – 3:30pm
2555	Getting Prepared for the Job Search	April 22	8:30am – 12:30pm
2572	*Getting Prepared for the Job Search (optional afternoon session)	April 22	1:30pm – 3:30pm
2557	Resume Writing & Compiling Your Job Portfolio	April 29	8:30am – 12:30pm
2576	*Resume Writing & Compiling Your Job Portfolio (optional afternoon session)	April 29	1:30pm – 3:30pm
2559	LinkedIn: How it Can Work for You	May 6	8:30am – 12:30pm
2560	Interviewing Skills/Mastering the Interview	May 13	8:30am – 12:30pm
2581	*Interviewing Skills/Mastering the Interview (optional afternoon session)	May 13	1:30pm – 3:30pm
2562	Business Etiquette	May 20	8:30am – 12:30pm

See course descriptions on page 20.

Citywide Training & Development has partnered with Skylight Financial to bring you “**Six Key Areas of Financial Planning**” – a **FREE** 7-week series to help get your finances in order! Grab your lunch and come join us for 1 or all of these Financial Planning seminars

Thursdays, April 3 – May 22, 2014, from 12:00pm – 1:00pm.

Week 1: Financial Planning

Topics include: Know your current net worth; Track your current income & expenses; Learn to manage your debt; What is credit & why is it so important?

Session #: 2582

Date: 4/3/2014

Week 2: Adequate Protection

Topics include: Provide for survivors in case of premature death; Help protect a portion of income lost if disabled; Ability to pay off outstanding debt.

Session #: 2583

Date: 4/10/14

Week 3: Wealth Accumulation Strategies

Topics include: Strategies to create & maintain adequate cash reserves; Provide for education expenses; Buy a house or vacation home; Review your investment portfolio.

Session #: 2584

Date: 4/17/14

Week 4: Retirement Planning

Topics include: Ensuring adequate retirement income; Government benefits; Personal savings & investments.

Session #: 2585

Date: 4/24/14

Week 5: Tax Reduction Strategies

Topics include: Help minimize federal & state income taxes; Protect against future income tax liabilities; Develop long-term tax reduction strategies.

Session #: 2586

Date: 5/1/14

Week 6: Estate Planning

Topics include: Determine exposures to estate & inheritance taxes; Outline appropriate estate planning vehicles, including Living Wills; Power of Attorney, etc.

Session #: 2587

Date: 5/8/14

Week 7: Questions & Answers

This is an optional session where you can ask questions of the financial planning experts. Lunch will be provided, so register and come get many of your questions answered about the importance of financial planning.

Session #: 2588

Date: 5/15/14



Open to the public and FREE for all to attend.

To enroll in the entire series, use session # 8400.



Microsoft Office 2010 Courses**

Session #	Course Title	Date	Times	Cost
2590	Outlook Basics	Tuesday, April 8	8:00am – 4:00pm	\$129
2591	Using Excel as a Database	Wednesday, April 9	8:00am – 11:30am	\$79
2592	Excel Formula Writing & Basic Functions	Wednesday, April 9	12:30pm – 4:00pm	\$79
2593	PowerPoint Basics	Tuesday, April 10	8:00am – 4:00pm	\$129
2594	Computer Basics: Intro to Windows 7	Thursday, April 17	8:00am – 12:00pm	\$79
2595	Outlook Shortcuts & Organizing your Inbox	Wednesday, April 23	8:00am – 11:30am	\$79
2596	Excel Decision Making Functions	Wednesday, April 23	12:30pm – 4:00pm	\$79
2597	Word Basics	Thursday, April 24	8:00am – 4:00pm	\$129
2598	Word Intermediate	Wednesday, May 7	8:00am – 4:00pm	\$129
2599	Excel Basics	Thursday, May 8	8:00am – 4:00pm	\$129
2600	Word – Table & Charts	Tuesday, May 20	8:00am – 11:30am	\$79
2601	Microsoft Office Graphics	Tuesday, May 20	12:30pm – 4:00pm	\$79
2602	Excel Intermediate	Wednesday, May 21	8:00am – 4:00pm	\$129
2603	Microsoft Office Charting	Tuesday, June 3	8:00am – 11:30am	\$79
2604	Mail Merge with Word	Tuesday, June 3	12:30pm – 4:00pm	\$79
2605	Computer Basics: Intro to Windows 7	Wednesday, June 4	8:00am – 12:00pm	\$79
2606	PowerPoint Intermediate/Advanced	Thursday, June 5	8:00am – 4:00pm	\$129
2607	Word Advanced	Wednesday, June 11	8:00am – 4:00pm	\$129
2608	Excel Advanced	Thursday, June 12	8:00am – 4:00pm	\$129
2609	Publisher Basics	Tuesday, June 17	8:00am – 4:00pm	\$129
2610	Outlook Intermediate/Advanced	Wednesday, June 18	8:00am – 4:00pm	\$129

NEW!

NEW!

See course descriptions and requirements on page 20-23.

****Eligible Small Business Participant Costs \$0**



8233

Juggling Multiple Priorities



Have you ever wondered: How am I supposed to get all of this done?
This course examines different approaches to time management and introduces new techniques to enhance handling different situations.
Practice tools for prioritizing tasks, setting boundaries, and much more.

Target Audience: Open
Date: Tuesday, April 8 (**Session 2611**)
Time: 8:00am – 12:00pm
Cost: \$79 Public

OPT9074 Coping with Caregivers

During middle adulthood, a person may be called upon to provide or arrange care for an aging parent or loved one. This program deals with possible solutions for those currently facing this situation or for those anticipating what lies ahead.

Target Audience: Open
Date: Tuesday, April 8 (**Session 2507**)
Time: 1:00pm – 3:00pm
Cost: \$59 Public

EAP9082 Public Employees Who Love to Come to Work

Sound too good to be true? Come practice a specific technique for conducting meetings and solving work-related problems that result in lots of team interaction and zero push-back from employees. We will practice this technique so you can experience its effectiveness yourself. Also it's easy to do!

Target Audience: Open
Dates: Wednesday, April 9 (**Session 2540**)
or
Tuesday, June 10 (**Session 2541**)
Time: 1:00pm – 4:00pm
Cost: \$59 Public

7230 Challenging Negative Attitudes

This course explores how to challenge individual negativity, as well as how to protect you from the negativity of others. Come discover how to build optimistic responses to negative situations by learning to coach yourself and others through behavioral models. Explore how negative norms become entrenched in an organization, department or team and how to create a more positive working environment.

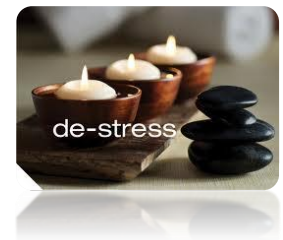
Target Audience: Open
Date: Thursday, April 10 (**Session 2612**)
Time: 8:00am – 12:00pm
Cost: \$79 Public



7232 De-Stress Your Life

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This workshop explores the causes of such stress and provides effective techniques you can use to de-stress your personal and professional life.

Target Audience: All employees
Date: Tuesday, April 15 (**Session 2613**)
Time: 8:00am – 4:00pm
Cost: \$119 Public



EAP9080 Living in the Here and Now

Worrying, hurrying and being preoccupied seem to be the norm in our society today. Although it seems counter-intuitive, we can get more done and make fewer mistakes if we can slow down and bring all our resources to bear on each situation we encounter. Come learn to recognize techniques for becoming more calm and focused that will result in less stress. Focus on the here and now!

Target Audience: Open
Date: Tuesday, April 15 (**Session 2542**)
Time: 1:00pm – 4:00pm
Cost: \$59 Public

OPT5029 Nonverbal Communication

People use facial expressions, gestures, eye contact, posture, proximity, paralanguage and touch to interpret the messages they receive from others – whether words are used or not. This training program explores nonverbal behavior, offers opportunities to make interpretations and discusses caveats when making interpretations.

Target Audience: Open
Date: Wednesday, April 16 (**Session 2508**)
Time: 8:00am – 9:00am
Cost: \$29 Public



OPT9112 Customer Satisfaction

Come investigate how to deal with meeting customer needs and providing excellent service for both internal and external customers. Gain a better understanding of what customer service means and explore techniques to deal with difficult behavior.

Target Audience: Open
Date: Wednesday, April 16 (**Session 2509**)
Time: 9:15am – 10:15am
Cost: \$29 Public

8241 Office Politics

Office politics often stir up negative images and memories of bad experiences. Learn about both negative tactics and the positive side of office politics. Discover how to use office politics to your advantage while being true to yourself.

Target Audience: Open
Date: Wednesday, April 16 (**Session 2614**)
Time: 8:00am – 12:00pm
Cost: \$79 Public



8063 What Customers Really Want

What is extraordinary customer service? We have all experienced it and, most likely remembered it. In this course participants will explore the concepts and benefits of superb customer service. Individuals will learn ways of building positive rapport with various types of customers and then apply those skills in activities and exercises throughout the course. They will dive deeper into workplace communication by examining the do's and don'ts of technology, and how to use these advances to further their customer alliances. Further groups will practice learned skills in dealing with difficult situations and making every interaction a positive experience.

Target Audience: Open

Date: Tuesday, April 22 (**Session 2615**) Time: 8:00am – 4:00pm

Cost: \$119 Public

EAP9048 Stress Management

Do you need to become more familiar with the emotional, behavioral and physical warning signs of stress? Come learn to identify personal stressors and incorporate practical and productive coping skills. Explore how to use cognitive and physical techniques for managing stress on the job.

Target Audience: Open

Date: Tuesday, April 22 (**Session 2543**) Time: 1:00pm – 4:00pm

Cost: \$59 Public

OPT9087 Building Resiliency

Being able to positively cope with unexpected challenges can decrease your stress level. Come discover the relationship between resiliency, stress and overall health and determine if you're a resilient person. Discover how to become more stress hardy.

Target Audience: Open

Date: Thursday, April 24 (**Session 2510**) Time: 8:00am – 9:30am

Cost: \$29 Public



8250 Hiring for Success: Behavioral Interviewing

Interviewing sounds easy enough: you arrange for a conversation between you and potential candidates, and then select the best person for a particular position. But what if you could refine the process in such a way that you were confident that you are selecting the right person? How do you separate the good from the great, when they have similar work experience and strengths to offer? This workshop will give you the skills and tools to hire successful candidates.

Target Audience: Supervisors and/or Managers

Date: Wednesday, April 30 (**Session 2616**)

Time: 8:00am – 4:00pm

Cost: \$119 Public

OPT9083 Planning a Patchwork Summer

Summer will be here before you know it, and the kids will be home. Finding a balance between downtime and busy time can make even the most devoted parent wish for school to start again! Identify the challenges of planning for summer vacation and become familiar with resources for vacation activities. Learn to plan both structured and unstructured time for children ages 6-15.

Target Audience: Open
Date: Friday, May 2 (**Session 2511**)
Time: 1:00pm – 2:00pm
Cost: \$29 Public

1043 Train-the-Trainer



This two-day course is designed to provide employees with skills, information, and practical experience to become effective workplace trainers. Participants will explore adult learning styles; learn how to meet objectives; develop an effective training style; discover the importance of preparation; and conduct a training session. *Participants must attend both classes in sequence.*

Target Audience: Open
Dates: Tuesday, May 6 and May 20 (**Session 2617 and 2618**)
Time: 8:00am – 4:00pm
Cost: \$199 Public

5021 Conversational Spanish Level I

Do you interact with individuals who speak Spanish? Would acquiring basic Spanish communication skills be beneficial to you? This four-week course helps you become more adept at communicating with Spanish speakers. Each session builds upon information presented in the preceding session. Participants will study elements of Spanish with emphasis on spoken language; learn simple phrases in order to converse on a basic level; develop an understanding of cultural do's and don'ts and acquire idiomatic expressions. One to two hours of study per week outside of work time is highly suggested. This interactive course is designed for employees with no Spanish experience.

Target Audience: Open
Dates: Every Tuesday and Thursday, May 6 – May 29 (**Session 5021**)
Time: 8:00am – 10:00am
Cost: \$199 Public

OPT8001 Anger Management

Do you get angry at inappropriate times? Do you express your anger in a destructive manner? Learn to communicate more effectively by spotting potential anger-producing situations before they escalate. Use class time to practice positive ways to disagree with others and master strategies for coping with anger.



Target Audience: Open
Dates & Sessions: Tuesdays, May 6, 13 and 20 (**Sessions 2544, 2545 and 2546**)
Time: 2:30pm—4:00pm
Cost: \$59 Public

OPT9090 A Manager's First Aid Guide

This training offers workplace support and solid suggestions for dealing with employees exhibiting symptoms of depression, anxiety, techno-stress, addiction and potentially violent behavior. Dealing with potential problems early on contributes to a successful resolution.

Target Audience: Supervisors and Managers
Date: Thursday, May 8 (**Session 2512**)
Time: 8:00am – 10:00am
Cost: \$39 Public

EAP5005 Art of Listening

Discover your poor listening habits and techniques to correct them. Learn to listen more effectively in a short period of time and practice listening in a lab situation. Also investigate using silence as means of communication and learn to identify verbal turn-offs.

Target Audience: Open
Date: Wednesday, May 8 (**Session 2547**)
Time: 1:00pm-4:00pm
Cost: \$59 Public



9229 Build a Better Budget



CME Credit Union presents a five step spending plan that covers the importance of a budget, how to build a budget and how to effectively pay down your debt.

Target Audience: Open
Date: Friday, May 9 (**Session 2536**)
Time: 9:00am – 10:00am
Cost: No Cost



Breaking the debt cycle is an important part of effective money management. Topics include good debt vs. bad debt, five steps to financial freedom and factors that make up the FICO score. Common credit report questions will also be covered. Presented by CME Credit Union.

OPT6210 **Creating Passion**

OPT9094 Critical Thinking

Target Audience: Open
Date: Wednesday, May 14 **(Session 2514)**
Time: 9:15am – 10:15am
Cost: \$29 Public





9228 Super Ways to Save

CME Credit Union presents this session that will cover a variety of money saving topics including budgeting, couponing, online discount sites, cash back accounts, leveraging your credit card points, refinancing to savings money, and utilizing savings accounts for large expenses.

Target Audience: Open

Dates & Times: Monday, May 15 1:00pm – 2:00pm (Session 2535)
or

Wednesday, June 25 9:00am – 10:00am (Session 2538)

Cost: No Cost



OPT8024 Meeting the Challenge of the Difficult Customer

In today's service-oriented world, providing excellent customer service is important. Many good customer service training programs exist but this training takes a specific focus: How should an employee respond when a customer is unduly demanding, rude or potentially violent? Come learn tips on communication skills employees need to defuse tense situations.

Target Audience: Open

Date: Wednesday, May 21 (Session 2533)

Time: 8:00am – 9:00am

Cost: \$29 Public

EAP5041 Parenting Teens

Come join EAP and Citywide Training for an informational session concerning adolescent development and parenting styles that provides support and direction to teenagers and parents. Plus - receive an overview of services offered in our community to parents.

Target Audience: Open

Date: Thursday, May 22 (Session 2548) Time: 1:00pm-4:00pm

Cost: \$59 Public

OPT9111 Pay Yourself First

It's important to save money. Come discover how to set goals for saving, identify savings options and determine which savings options will help you reach your savings goals.

Target Audience: Open

Date: Friday, May 23 (Session 2515) Time: 8:00am – 9:30am

Cost: \$29 Public





EAP9083 Why Workgroups Need Healthy Conflict

Without healthy conflict in a workgroup, decisions are normally based upon power and built with limited perspectives. The consequences that follow these decisions may encourage lukewarm follow-through resulting in an absence of trust and continued conflict. Come discover how healthy conflict can get important issues to the table, encourage multiple viewpoints, and result in straightforward solutions more likely to be implemented!

Target Audience: Open
Date: Thursday, May 29 (**Session 2624**)
Time: 1:00pm – 4:00pm
Cost: \$59 Public

OPT6216 Living with Your Adult Child



Parents and adult children face specific situations and potential problems while living under the same roof. Come review questions to consider when deciding the wisdom of such a move and explore methods for making this type of relationship work for all parties.

Target Audience: Open
Date: Thursday, May 29 (**Session 2516**)
Time: 8:00am – 9:00am
Cost: \$29 Public

OPT9084 Managing Elder Care Issues

Do you need to make better and more informed decisions regarding elder care issues? Do you understand the ways you can reduce the stress and anxiety that comes with trying to make the best choices for an aging relative? This training offers you information about identifying and using appropriate resources.

Target Audience: Open
Date: Thursday, May 29 (**Session 2517**) Time: 9:15am – 10:15am
Cost: \$29 Public



OPT8037 **Respect & Positive Interaction**

Co-workers who demonstrate integrity and respect in their interactions help cultivate a positive and successful working environment. However, it isn't easy to maintain harmony, even in one's personal life. This program introduces communication skills and other behaviors that promote respectful, open ways of relating, settling differences and working effectively as a team.

Target Audience: Open
Date: Wednesday, June 4 (**Session 2518**)
Time: 1:00pm – 3:00pm
Cost: \$59 Public

EAP9081 **What Great Managers Do**

No particular management style works for everyone. Great managers understand their strengths and weaknesses and adopt a style that capitalizes on strengths while minimizing weaknesses. Discover how detecting strengths in you and in your team members can improve both productivity and morale.

Target Audience: Supervisors and Managers
Date: Wednesday, June 4 (**Session 2539**) Time: 1:00pm – 4:00pm
Cost: \$59 Public

OPT6238 **Creating a Healthy Workplace**

All employees should take an active role in using respectful communication employing problem-solving skills, valuing differences and actually having fun. Participants will work in team to develop workplace plans to apply to their situation.

Target Audience: Open
Date: Wednesday, June 11 (**Session 2519**) Time: 8:00am – 10:00am
Cost: \$39 Public

8095 **MBTI & Communication**

The Myers-Briggs Type Indicator (MBTI) is a widely used instrument to help understand our personality types and how we prefer to communicate. In this course, you will take an in-depth look into your own personality style and explore how this affects your communication with those around you.

Target Audience: Open
Date: Thursday, June 12 (**Session 2620**)
Time: 8:00am – 4:00pm
Cost: \$119 Public



6302 Social Media Accounts Management

More accounts, more problems - learn to use HootSuite to manage multiple accounts. This Intermediate/Advanced level workshop identifies the various online tools available to users who manage multiple social media accounts, analytics overview and much more.

Target Audience: Open
Date: Wednesday, June 18 (**Session 2619**)
Time: 8:00am – 11:30am
Cost: \$79 Public

8613 Bullying in the Workplace

Bullying is called the silent epidemic. Although half of workers have experienced or witnessed bullying, policies and laws dealing with it are far less prevalent. This is, in part, because bullying can be hard to identify and address. People wonder, what does bullying look like? How can we discourage it in our workplace? What can I do to protect my staff and co-workers? All of these questions (and more!) will be answered in this one-day workshop.

Participants must attend both days in sequence.

Target Audience: Open
Date: Thursdays, June 19 and 26 (**Session 2621 and 2622**)
Time: 8:00am—12:00pm
Cost: \$119 Public



5204 Grammar

Correct grammar usage helps promote clear communication which is necessary for promoting both the City's image and your professional development. Writing concise, clear and error-free sentences is definitely the goal and continued grammar exercises are essential. Come refresh your memory about sentence structure, parts of speech, punctuation, slang, etc. and take home grammar reference sheets. *Participants must attend both days in sequence.*

Target Audience: Open
Date: Thursdays June 19 and 26 (**Session 2638 and 2639**)
Time: 8:00am—12:00pm
Cost: \$79 Public

EAP5006 Assertive Communication

Are you concerned about your self-esteem and want to become less passive and more assertive? Come develop skills and styles that will help you earn respect while learning to voice your opinion with confidence.

Target Audience: Open
Date: Thursday, June 19 (**Session 2550**) Time: 1:00pm – 4:00pm
Cost: \$59 Public

OPT6214 Healthy Relationships

People often pay the least attention to the relationships that mean the most. They believe that the person will always understand and be there. What if lack of attention and care threatens these relationships? This program focuses on the characteristics of healthy relationships. You will leave the training with tools to help develop healthy relationships with the significant people in your life.

Target Audience: Open
Date: Friday, June 20 (**Session 2520**) Time: 8:00am – 9:00am
Cost: \$29 Public

OPT8013 Dealing with Difficult People



Everyone has to cope with difficult behaviors. This program identifies difficult behaviors persons deal with in both their personal and work lives. Participants will receive specific guidelines about interacting and coping with these behaviors.

Target Audience: Open
Date: Friday, June 20 (**Session 2521**)
Time: 9:15am – 10:15am
Cost: \$29 Public

8251 Promoting Inclusion

This course covers diversity & inclusion in the workplace for employees, supervisors, team leaders and managers. Topics covered include what diversity is and how it influences their relationships with others, and how overcome-stereotyping, prejudice, and discrimination. Participants will explore how communication skills help in managing a diverse workforce and how diversity influences relationships between co-workers. We want others who are different from us to feel included and part of our organization, so this course will explore aspects of inclusion as well.

Target Audience: Open
Date: Tuesday, June 24 (**Session 2623**) Time: 8:00am – 4:00pm
Cost: \$119 Public

OPT6231 What's Your Emotional IQ?

Basic emotional competencies and strategies can enhance self-awareness. Come interact with other participants with an opportunity to complete a simple exercise to determine your own emotional quotient (EQ) and make a plan for self-improvement.

Target Audience: Open
Date: Thursday, June 26 (Session 2522)
Time: 1:00pm – 3:00pm
Cost: \$59 Public



Do you think the cost of training is too high?

Well, we have the most reasonable costs in Central Ohio for the quality of courses that we offer. However, we also have a Voucher Program available for when you purchase training in bulk, courses can be as inexpensive as \$30/each for a half day course. Full day courses can run as low as \$60/each.

For more information, contact Kris at CTD@Columbus.gov and ask her how you can save on training & development today!



Career Development Series Course Descriptions

Career Aspirations – This course helps participants define career aspirations, develop career goals, create career strategies, identify personal preferences, and suggestions of what to do while looking for a job. **April 8.**

Session #: 2552

Getting to Know YOU – *Previously titled Moving from Job to Career.* The MBTI® (Myers-Briggs Type Indicator) instrument is designed to help participants understand his/her unique personality traits and the way they relate to others. Choosing a job or changing a career can be a major life transition - one that requires careful thought, planning, and work. If you are exploring new career options, you will need to ask yourself two questions: What do I want to do? And, how do I get there from here? Take this course to get answers to the questions you asked yourself while applying lessons learned from your MBTI results. **April 15.** Session #: 2553. This course has an optional afternoon session from 1:30pm – 3:30pm, where participants will have time to research potential careers. *Registration is required for the afternoon session. Optional PM session #: 2566.*

Getting Prepared for the Job Search – While looking for work can be an exciting time, it can also involve fear and discomfort about change and the unknown. This workshop will help participants to discover effective job search techniques, along with an overview on filling out electronic applications; proper electronic communications and building your online brand. **April 22.** Session #: 2555. This course has an optional afternoon session from 1:30pm – 3:30pm where participants will have time to research potential careers. *Registration is required for the afternoon session. Optional PM session #: 2572.*

Resume Writing & Compiling Your Job Portfolio – Do it right the first time. This training guides the participant through a systematic approach to developing and presenting effective, eye-catching resumes. An easy and structured formula will help participants excel at several different resume approaches, including chronological, work experience, and subject-related resumes. **April 29.** Session #: 2557. This course has an optional afternoon session from 1:30pm – 3:30pm where participants will be able to get help with their resumes. *Registration is required for the afternoon session. Session #: 2576*

LinkedIn – How it Can Work for You – This course will walk participants through the popular social media site, that's known for helping many people land their dream jobs! Participants will discover what to add to their profile, and what should be left off, including connection do's and don'ts. This is one course you don't want to miss. **May 6.** Session #2559.

Interviewing Skills / Mastering the Interview – Today's employers need to quickly identify the knowledge, skills and abilities candidates have to help them be successful on the job. As a candidate, your goal is to demonstrate and describe how your knowledge and experiences required for the job can benefit the employer. Discover tips for a successful interview, including talking points and questions to ask of potential employers. Different types of interviews will be explored including, panel, one-on-one, and lunch interviews. **May 13.** Session #: 2560. This course has an optional afternoon session from 1:30pm – 3:30pm where participants will have mock interviews for practice. *Registration is required for the afternoon session. Session #: 2581.*

Business Etiquette – Do manners matter? You bet. When you don't use manners and common courtesy, it shows a lack of consideration & professionalism. People then make judgments about you regardless of your abilities. This course provides guidelines for common business etiquette, how to show respect for yourself and others, how to establish positive connections with anyone. Today's business environment will be explored, as well as social media and what it has to do with your brand. **May 20.** Session #: 2562

Microsoft Course Descriptions & Requirements



Computer Basics: Intro to Windows 7 – This course will give participants a foundation to understand computers and their abundance of uses. Basic computer terminology will be discussed, as well as an overview of Internet Explorer 10. This course is for those desiring an introduction to computers. Cost: \$79 Public

Excel Advanced – The highlighted topics of the Advanced Excel will be: 1) Working with combination charts, adding graphics to charts, and adding Sparklines and Trendlines; 2) Advanced formatting with functions, formats, styles and themes will be covered; 3) Functions will include Database functions, date functions, logical functions, Nested if functions, and Lookup functions; 4) Import and Export of data and Data Validation. ***Participants must have Excel Intermediate level experience and/or equivalent knowledge.*** Cost: \$129 Public

Excel Basics – This is the first level of Microsoft Excel 2010 and should be taken by those new to Excel or those needing a refresher on the basics. Topics taught include: exploring the Excel environment and becoming acquainted with Spreadsheet terminology. Entering and editing text and numbers into the spreadsheet and basic spreadsheet formatting will be covered. Formula writing will include the basic math operators, methods of writing formulas, copying formulas and basic Functions will be introduced. The basic class will include creating pie charts and column charts, headers and footers, printing and worksheet manipulation. Cost: \$129 Public

Excel—Decision-Making Functions—Excel's Most Popular Decision Making Functions - 3 hr. Seminar. Topics Taught: VLookup; If; Nested If; If (or; and; not) Sum, Count, and Average if and ifs, DFunction; Conditional Format; Absolute Reference. ***You must have basic Excel experience or equivalent knowledge.*** Cost: \$79 Public

Excel – Formula Writing & Basic Functions – This seminar will teach you the basics of formula writing, showing tips and shortcuts and take you beyond basics to introduce you to some of the various functions that Excel offers. We will create 3-D Formulas; cover the various ways to paste formulas; explore manual calculations; and cover the very important feature of Formula auditing. ***Participants must have prior experience working in Excel before taking this course.*** Cost: \$79 Public

Excel—Intermediate—This seminar focuses on several different features of Excel 1) work with multiple workbooks by creating a 3-D formula; 2) Organize data on a worksheet Outlining data, consolidate data, creating subtotals, and Range Names; 3) Database features of Sort and Filter; Conditional formatting; 4) Using and creating Excel's templates; 5) Creating Pivot Tables and Charts. ***Attendees MUST have Basic Excel experience and equivalent knowledge.*** Cost: \$129 Public

Excel – Using Excel as a Database—Organizing Data using Excel as a Database - 3 hr. Seminar. Topics Taught: Sort; Filter; Advanced Filter; Removing Duplicates; Subtotals; Groups, Custom Views; Data entry Lists; Pivot Tables/Pivot Charts. ***Participants must have Basic Excel experience and equivalent knowledge.*** Cost: \$79 Public

Mail Merge with Word — 2.5 hours seminar. Topics include: Letters, Labels, and Lists. ***Participants must have basic Word experience and equivalent knowledge.*** Cost: \$79 Public

Microsoft Office Charting – This seminar will take an in-depth look at enhancing a document with a Chart that could be added to a Word, Excel, or PowerPoint document. Trendlines, 3D, special formatting; popular chart styles; combination charts, creating and applying a chart template and Chart template files will be included. ***Basic knowledge and prior use of each of these programs is required before taking this course.*** Cost: \$79 Public

Microsoft Course Descriptions & Requirements continued

Microsoft Office Graphics—This class concentrates on Creating and editing graphic features of Word, Excel and PowerPoint. Those features include Clip Art; Word Art; Pictures, Smart Art; Venn Diagrams, Organizational Charts; Text Boxes, Drawing and more. Whereas all three programs will be included in the seminar, it is not necessary that the student be familiar with all three programs. Cost:\$ 79 Public

Outlook Basics – This is the first level of Outlook and should be taken by those new to Outlook or those needing a refresher on the basics. Topics covered include: Exploring & customizing Outlook today; composing & replying to email messages; attachments; Creating signature blocks; Out of office messages; Organizing email; Calendar functions including scheduling and meeting requests; working with contacts and groups. Cost: \$129 Public



Outlook Intermediate/Advanced – The Outlook Environment will be customized by creating Quick Steps and Custom Categories. Tasks are introduced by assigning and managing tasks. Contacts knowledge will be furthered by importing contacts and forwarding Contact groups. Additional Inbox organization will be explored by creating folders; using advanced search, categories, and filters to locate emails. ***Participants must have basic Outlook experience and/or equivalent knowledge.*** Cost: \$129 Public

Outlook Shortcuts & Organizing Your Inbox—The class will focus on time saving features of the software and how to use the software to organize your day. Some topics to be included are: Organizing with Folders with Folder Rules; Search Folders; Color Categories; Search and filter for email message in the Inbox; Conversation Cleanup;; Signature Blocks; Creating calendar entries from an email; Voting Buttons; Quick Steps; and Attaching Outlook Items. ***Attendees should have working knowledge of sending, replying, forwarding emails, as well as adding contacts and using the calendar.*** Cost: \$79 Public

PowerPoint Basics—This seminar will show participants the tools to create a basic PowerPoint presentation. Participants will create and edit individual slides; move slides in the presentation as well as create a presentation from a PowerPoint Template. Students will format slides with font, bullets, and color options and use a theme to provide consistent formatting. Students will work with graphic elements of drawing, WordArt, Pictures and ClipArt. Participants will explore how to provide consistency in their presentation using Slide Master and finalize the presentation by adding transitions, creating speaker notes and creating handouts. :Cost: \$ 129 Public

PowerPoint Intermediate/Advanced—This 2nd level of PowerPoint seminars is dedicated to enhancing the presentation through graphics. Students will add video and audio clips and create photo albums. Additional graphic enhancements will include creating charts, diagrams, and Smart Art. Students will add word and Excel files to their PowerPoint presentation, create hyperlinks, use actions buttons and create multiple custom presentations based on their presentation. Also covered is sharing presentation with others and preparing a presentation to transport. ***Attendees must have Basic PowerPoint experience and equivalent knowledge.*** Cost: \$129 Public

Publisher Basics – This course is dedicated to helping participants learn how to create professional-looking publications quickly and easily. With Publisher, participants can create, design, and publish professional marketing and communication materials. At the conclusion of the course, participants will be able to create a basic publication, add basic elements to a layout insert and delete pages to publications, link and unlink text boxes, create tables and position text in text boxes, plus so much more! ***Basic computer skills and a familiarity to other Microsoft Office suite programs is required before taking this course.*** Cost: \$129 Public

Microsoft Course Descriptions & Requirements

Word Advanced – Seminar topics includes instruction on: 1) Mail Merge creating the form document and the data lists; sorting and filtering the data lists and merging to letters, labels and envelopes; 2) The Form feature of Word will include creating form fields, check box fields, drop down fields and protecting the form from being changed when shared or used; 3) Format enhancements of backgrounds; watermarks; and themes will be covered and importing Excel charts into word documents. 4) The time same features of Macros will be taught as well as 6) Creating long document features of Cover Pages; Index Pages; Table of Contents and more. ***Participants must have Intermediate Word knowledge and/or equivalent knowledge.*** Cost: \$129 Public

Word Basics – This is the first level of Microsoft Word and should be taken by those new to Word or those needing a refresher of the basics. Topics taught: Using Word help, navigating a document; creating & editing a document; Formatting; Using proofing tools; printing documents and adding clip art. Cost: \$129 Public

Word Intermediate —This seminar focuses on 6 different features of word. 1) creating and Editing Word Tables; 2) document formatting through the use of Styles; 3) document formatting through the use of Outline and Columns; 4) Using the Graphic features of diagrams, drawing tools, and Smart Art; 5) Working with document revisions using Track Changes, Comments and restricting edits to the document; 6) Creating documents using Word Templates and Building Blocks. ***Participants must have Word Basics knowledge or equivalent knowledge.*** Cost: \$129 Public

Word—Tables and Charts—This 2.5 hours seminar will cover topics that include: Creating and Editing Tables; creating and formatting a chart from a word table. ***Participants should have basic experience or equivalent knowledge in Word.*** Cost: \$79 Public

Citywide Training & Development



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Phone: 614-645-2851 Fax: 614-645-0466
CTD@Columbus.gov



ENTERPRISE TRAINING PARTICIPANT INFORMATION (Required) Please print.

LAST NAME: _____ FIRST NAME: _____ M.I. _____

AGENCY/ORGANIZATION NAME: _____

MAILING ADDRESS: _____

CITY: _____ STATE _____ ZIP _____

PHONE: _____ Billing Attn to: _____

WORK FAX: _____ EMAIL: _____

CLASSES ARE FILLED ON A FIRST COME, FIRST SERVED BASIS. REGISTRATION IS NOT COMPLETE UNTIL YOU RECEIVE A CONFIRMATION EMAIL WITH A PARKING PASS. FAX YOUR COMPLETED REGISTRATION FORM TO 614-645-0466 or email to: CTD@columbus.gov Attention: Registrations

COURSE SELECTION

Session number	COURSE TITLE	PRIMARY REASON FOR REQUESTING COURSE	COURSE DATE AND TIME	COST (If applicable)

Learning Participant's Signature (Required)

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Please complete this section.

☐ Public ☐ COC Employee Family

City of Columbus Employee Name: _____

Payment Information: All forms of payment must be submitted with the registration form. Now accepting all major credit cards. Checks and Money Orders must be made payable to the Columbus City Treasurer. Memo – Citywide Training. Once class registration is confirmed, payment is not refundable. Please (✓) the appropriate box for your form(s) of payment:

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Supervisor's signature indicates knowledge that this registration form will be submitted to CTD for processing and certify/acknowledge that all information is true to the best of your knowledge.

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SUPERVISOR SIGNATURE (if applicable)

SUPERVISOR WORK EMAIL ADDRESS

SUPERVISOR WORK PHONE & FAX NUMBER